

## **BIS Public Meeting Responses October 2009**

The following information is a summary of the BIS Public meetings that occurred throughout the state. The Board of Interpreter Standards has summarized comments and questions taken from the meetings' minutes. They are in no particular order. The Board of Interpreter Standards has addressed each comment and/or question with the responses below.

**Comment:**

- 1) There is a lack of standardization of language use in k-12 settings.

**Response:** BIS will investigate and possibly include in a proposal to the State recommendations for standardization of educational interpreter certification and licensure.

**Comment:**

- 2) What labels should be used for educational interpreters?

**Response:** The State has already addressed this issue. This information can be found in the Indiana Guidelines for Educational Interpreters: IC 460 IAC 2-5

**Comment:**

- 3) Local providers/companies/entities need more education on protocol, best practices and ADA mandates for using interpreters.

**Response:** BIS will recommend contacting other agencies that serve the Deaf and Hard of Hearing communities; in order to share information and resources regarding ADA compliance and other related interpreting issues. Valeria Vaughn (Evansville) and David Nelson (Fort Wayne) are possible points of contact.

**Comment:**

- 4) Indiana Interpreter Certificate (IIC) Grandfathered interpreters should have a time limit to maintain their state certification status.

**Response:** BIS recognizes and agrees with this comment. We are in discussion about how to recommend a timeline associated with the Grandfathered status and that will be addressed in a proposal to the State.

**Comment:**

- 5) The grievance process should be governed by a neutral party.

**Response:** BIS agrees and is investigating this concern. This will be included in the recommendation to the state that BIS governs the grievance process.

**Comment:**

- 6) There should be more strict State requirements for certification and licensure (like in Illinois or Missouri)

**Response:** BIS is currently investigating other states' certification/licensure standards and possibly considering an amendment to the current IIC.

**Comment:**

- 7) There are concerns that the State will hire non-IIC interpreters beginning in 2010.

**Response:** BIS does not support using non-IIC interpreters. BIS will enter into discussion with the Coordinating Unit regarding using discretion when hiring non-IIC interpreters.

**Comments:**

- 8) Hospitals and correctional facilities are not providing interpreters, particularly in the southern part of the state. It was noted that there are not enough interpreters and that the providers are unaware of their legal responsibilities.
- 9) Public Safety entities need more education in how to work with the Deaf and Hard of Hearing communities. The Deaf community is very frustrated, and is unsure how to educate the Public Safety providers.

**Response:** We are very much aware of these needs. We will encourage the agencies to communicate with other agencies in how to best work with noncompliant entities. BIS is also very aware of the skill level of interpreters across the State, especially in the rural areas. BIS is planning to address the standardization and skill levels of interpreters.

**Comment:**

- 10) What is the purpose of the BIS? Does the BIS only oversee interpreters who hold the Indiana Interpreter's Certificate (IIC)?

**Response:** The Board has on its agenda to set up state licensure and standards that would govern all interpreters in every venue of interpreting.

**Comments:**

- 11) The Deaf community has noticed that some individuals use family members as interpreters. Can the BIS do something about this?
- 12) The IIC seems to just be a "piece of paper" It holds no true value of an interpreter's skills.
- 13) Many of the rural educational opportunities and dissemination of information is generally poorly attended.
- 14) A children of Deaf parents (CODAs) are not necessarily skilled interpreters.

**Response:** The Board is addressing the issue of standardizing and governing the practice of interpreters including CODAs as one of their key priorities. This in and of itself (using family members) is not a direct responsibility of the BIS. The Board encourages the Deaf community to take ownership and empower each other about the best and most ethical way to utilize skilled, professional interpreters. The Board announces opportunities, in a variety of ways, for people to attend Public meetings. DHHS posts when and where it will be providing training and awareness. In some areas, the information will be given to one person and he/she is asked to make sure that people in particular areas are aware of the information. It was noted that many of the email addresses that DHHS has needs to be updated.